

**Docket No.: 200312044-1**

**PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	:
	:
Yassine Faihe et al.	: Confirmation No. 1127
	:
U.S. Patent Application No. 10/810,663	: Group Art Unit: 2114
	:
Filed: March 29, 2004	: Examiner: Timothy BONURA

For: REMOTE SOFTWARE SUPPORT AGENT SYSTEM WITH ELECTRONIC  
DOCUMENTS FOR TROUBLESHOOTING (AMENDED)

**AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of March 19, 2007, please enter the following  
amendments and remarks: